

The seal of James City County, Virginia, is circular. It features a sailing ship on the water, with the text "James City County" around the top and "Jamestown 1607" around the bottom. The number "454" is prominently displayed in the center of the seal.

EMERGENCY COMMUNICATIONS SUPERVISOR

DEPARTMENT: Fire/Emergency Communications

NATURE OF WORK:

Supervises work of Emergency Communication Officers on assigned shift. Monitors daily operations and ensures that service is delivered in accordance with established methods and procedures.

Work is performed under the general supervision of the Deputy Director of Emergency Communications.

ESSENTIAL FUNCTIONS OF THE JOB:

Supervises and monitors work of Emergency Communications Officers on assigned shift. Provides guidance and feedback. Assists with difficult calls and takes appropriate action under stressful conditions.

Monitors the progress of employees in training and ensures that training remains on schedule.

Assists in conducting training of employees; may develop training programs and instructs others in-house; may conduct certification or recertification classes in-house.

Initiates and recommends personnel actions including performance evaluations, counseling statements and disciplinary actions. Participates in selection processes as needed.

Practices effective communication with staff and co-workers. Resolves conflicts and provides guidance and coaching as necessary. Keeps staff informed of issues related to personnel or Center operations.

Keeps the Deputy Director informed of issues related to the operation or management of the Center.

Assists the Deputy Director with special assignments as required, such as, conducting research, drafting policies and procedures, scheduling shifts and overtime, conducting quality assurance/quality improvement review, coordinating the training program or managing various technical systems.

Performs administrative functions, as needed, such as ensuring adequate coverage, completing shift reports and checklists and monitoring housekeeping of the operations area.

Participates as a member of the Emergency Communications Center management team to achieve the goals and objectives of Emergency Communications and the Fire Department.

May perform duties of an Emergency Communications Officer as staffing needs require.

Responds to callbacks in emergency situations and minimum manning requirements.

Works in the Emergency Operations Center (EOC) during disaster drills and events if required.

Fosters a harmonious, respectful work environment and effective working relationships among staff. Models and ensures appropriate workplace behavior that reflects the values of James City County and the Fire Department.

Takes advantage of continuing education such as individual study, classroom training, seminars, and conferences.

Practices continuous learning through individual study, classroom training, seminars, and conferences.

Performs work safely in accordance with department safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to Supervisor.

May be assigned to work alternate times and or locations in order to perform different duties as necessary.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed primarily in the Emergency Communications Center. Operates radio console, telephone, and computer systems.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of operating an Enhanced 911 and computer-aided dispatch system.

Thorough knowledge of the County geography and location of significant buildings.

Thorough knowledge of Department and County policies, rules, and regulations.

Thorough knowledge of the geography of the County and location of significant buildings.

Possess management and supervisory skills.

Ability to guide the work of others and give effective feedback.

Ability to perform data entry at a reasonable rate of speed.

Ability to learn computerized equipment including, but not limited to Police Wanted networks and radio system.

Ability to plan, coordinate, supervise, and evaluate the work of others.

Ability to exercise judgment and react effectively in emergency situations.

Ability to communicate effectively with others, both orally and in writing.

Ability to speak distinctly, clearly, and concisely.

Ability to hear and understand radio and telephone transmissions and respond appropriately.

Ability to record and relay telephone information accurately under extreme emergency situations.

Ability to understand and follow directions.

Ability to act quickly and effectively during emergencies and make command decisions when necessary.

Ability to make accurate and timely decisions, often in emergency situations.

Ability to maintain composure and deal effectively with the public, staff, and other agencies.

Ability to coach and mentor assigned employees.

MINIMUM QUALIFICATIONS:

Associates Degree in Public/Business Administration, Public Safety, or a related field; two years as a James City County Senior or Master Emergency Communications Officer; or any equivalent combination of education and experience.

NECESSARY SPECIAL QUALIFICATIONS:

Must meet all of the training and certification requirements for a Senior Emergency Communications Officer and certification in three of the following:

- Administrator of Visual CAD Maintenance
- VCIN Instructor
- APCO Communications Center Supervisor
- Supervisor 101 from Hampton Roads Criminal Justice Training Academy
- CPR Instructor
- APCO EMD Instructor
- General Instructor from Hampton Roads Criminal Justice Training Academy
- APCO Communications Training Instructor
- FEMA IS-230 Principles of Emergency Management
- FEMA IS-240 Leadership and Influence
- FEMA IS-241 Decision Making and Problem Solving
- FEMA IS-242 Effective Communication

Must maintain all required certifications.

This position requires shift work which may include nights, weekends, and holidays.

Date: June 2009

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IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Emergency Communications Supervisor
Department: Fire

Position Number: 454
Division: Emergency Communications

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. *Mental Abilities:* General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- ☒ Ability to reason and make judgments
- ☒ Ability to understand and follow oral instruction
- ☒ Ability to understand and follow written instruction
- ☒ Ability to guide and/or give instructions
- ☒ Ability to make decisions in accordance with established procedures and policies
- ☐ Not essential to job function

II. *Verbal Abilities:* Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- ☒ Answer telephone, radio or switchboard
- ☒ Communicating with County officials
- ☒ Communicating with general public
- ☒ Communicating with vendors
- ☒ Communicating with supervisors and/or with other employees
- ☒ Communicating with other via radio
- ☐ Not essential to job functions

2. Hearing/Listening:

- ☐ Ability to distinguish between different tones
- ☒ For communication with County officials, public, vendors, supervisors and/or other employees
- ☐ Not essential to job function.

3. Reading: (ability to read and understand text)

- ☒ Essential to job function
- ☐ Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- ☐ Ability to mentally perform accurate two digit calculations
- ☐ Ability to perform accurate calculations aided
by a calculator, adding machine or measurement device
- ☒ Not essential to job function

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- ☐ Essential function
- ☒ Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input checked="" type="checkbox"/> Use radio/console | <input type="checkbox"/> Use hand tools |
| <input type="checkbox"/> Use a calculator | <input type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____ |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- ☐ Essential to job function
- ☒ Not essential to job function

Explain: _____

VI. Physical Demands:

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

Ability to manipulate materials and/or equipment (lbs)							Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
Lift	✓						✓		
Push/Pull									
Hold/Carry	✓						✓		

Manipulation done from: ☐ ground to waist ☒ waist level ☒ waist to shoulder ☒ above shoulder
(Check all that apply)

Not essential to job function: ☐ Lift ☒ Push/Pull ☐ Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

Ladders

- ☐ Step stool
☐ 8' to 10' step ladder
☐ Extension ladder
☐ Other: _____
☒ Not essential to job function

Stairways

- ☐ 1 flight
☐ 2 flights
☐ 3 or more flights
☐ Other: _____
☒ Not essential to job function

Steps

- ☐ 1-2
☐ 2-3
☐ 3-4
☐ Other: _____
☒ Not essential to job function

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

Duration (hours/day)							Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
Stand	✓						✓		
Sit						✓			✓
Walk	✓								
Run									

If walking or running, over what type of terrain? ☒ flat ☐ rough ☐ both

Not essential to job function: ☐ Stand ☐ Sit ☐ Walk ☒ Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- ☐ 0-5x ☐ 5-20x ☐ 20-50x ☐ 50+x
☐ Other: _____ ☒ Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- ☐ 0-5x ☐ 5-20x ☐ 20-50x ☒ 50+x
☐ Other: _____ ☐ Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- ☐ Peripheral vision
☐ Night vision
☒ Focus (distinctness or clarity)
☒ Color perception (discriminate between colors)
☐ Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

Transmission	Standard	Automatic	Multi-Gears
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: _____			

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